

The Effect of Workload and Work Environment on Employee Performance at PT. Merpati Angkasa Abadi Sultan Muhammad Kaharuddin Airport Sumbawa

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Abstract

One of the causes of less than optimal employee performance is the ineffective division of workload and not conducive and comfortable work environment. This study aims to determine the effect of workload and work environment on employee performance at PT. Merpati Angkasa Abadi Sultan Muhammad Kaharuddin Airport, Sumbawa. This study used a quantitative research method which was conducted in September 2022 at Sultan Muhammad Kaharuddin Airport, Sumbawa. This research was conducted using sampling techniques and non-probability sampling. Data collection techniques and questionnaires. The data used is primary data obtained from filling out questionnaires by employees. The number of samples in this study were 20 employees. The research instrument was tested for validity by product moment correlation and reliability test by Cronbach Alpha. The data analysis used was multiple linear regression with the help of SPSS version 24. The results showed that the t-count for the effect of workload on employee performance was 4,216 and a sig value of 0,001. The sig value obtained <0.05 means that workload has a positive and significant effect on employee performance. Furthermore, the t-count value of the effect of the work environment on employee performance is 2.149 with a sig value of 0.046 <0.05 , meaning that the work environment has a positive and significant influence on employee performance. Then for the simultaneous test (F test) obtained an F-count value of 32,664 and a sig value of 0,000 or a sig value $<\alpha$ (0.05). It was concluded that the performance of PT. Merpati Angkasa Abadi, Sultan Muhammad Kaharuddin, Sumbawa Airport, is affected simultaneously by workload and work environment by 79.4%. This shows that the more workload that is completed, the better the employee's performance. Likewise with the work environment, the more comfortable and conducive the work environment, the better employee performance.

Keywords: Workload, Work Environment, Employee Performance



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INTRODUCTION

In the current era of globalization, we often find several problems that cause a company to fail in achieving its goals, due to the many burdens that an employee thinks about, an unsupportive work environment, and the low performance of the human resources themselves in a company. Every company always expects its employees to have achievements, because having employees who excel will make an optimal contribution to the company. In addition, by having employees who excel in the company can improve the company's performance.

If the individuals in the company, namely human resources, run effectively, then the company will also continue to run effectively. In other words, the continuity of a company is determined by the performance of its employees (Astianto, 2014). According to Prasadja Ricardianto (2018) performance is a description of the level of achievement of the implementation of an activity program or policy to realize targets which include the vision and mission goals of the organization which are regulated in an organization's strategic plan.

Efforts to improve employee performance include paying attention to workload, both physical workload and mental workload. According to Sunarso and Kusdi (2010), workload is a group or number of activities that must be completed by an organizational unit or position holder within a certain period of time. To achieve maximum performance, it is important for companies to pay attention to the condition of their human resources because the human body is designed to be able to carry out daily work activities with the provision that muscle mass weighs almost more than half of the body's weight, enabling humans to be able to move the body and do work. Giving an effective workload, the company can find out to what extent its employees can be given the maximum workload and the extent to which it affects the performance of the company itself, because workload is very important for a company/agency. Providing an effective workload, the company can find out the extent to which workers or employees can be given maximum workload because workload is very important for a company.

In addition to workload, another factor that affects employee performance is the work environment. The work environment is one of the main factors that triggers employees to work optimally. Here what is meant by the work environment is everything that is around the workers who can influence him in carrying out the tasks assigned. An uncondusive work environment will make employees fall sick easily, get stressed easily, have difficulty concentrating and decrease work productivity. Just imagine, if the work space is uncomfortable, hot, air circulation is inadequate, the work space is too crowded, the work environment is not clean, noisy, of course it has a big influence on employee work comfort (Tanjung, 2016).

From the description above regarding workload and work environment, it can be concluded that workload and work environment can affect employee performance, where the provision of effective workload on employees is useful to find out to what extent employees can be given the maximum load and affect the company itself. While the work environment triggers how employees can work optimally where the provision of good facilities will help workers in a company. PT. Merpati Angkasa Abadi is a company that serves and is responsible for all Ground Handling activities at Sultan Muhammad Kaharuddin Airport, Sumbawa. PT. Merpati Angkasa Abadi was founded in 2015 where this company serves two regions, namely Sumbawa and Bima City as a pioneer airport with the Lombok route (LOP). PT Merpati Angkasa Abadi really needs high employee performance in increasing company productivity, because by increasing productivity and high responsibility the goals of this company will be to achieve optimal goals in carrying out the company's vision and mission.

Based on the researchers' observations during the pre-research at the Sultan Muhammad Kaharuddin airport in Sumbawa, the researchers saw the dense work activities of PT Merpati Angkasa Abadi employees at the airport, because many PT Merpati Angkasa Abadi employees took over jobs that were not part of their duties or responsibilities. For example, apart from working at a travel ticket agent, they also take over the duties of the ramp handling section. This problem is one of the workloads of an employee at this company.

The goal to be achieved from this research is to obtain data and information. In particular, the purpose of this study is as follows: To find out whether workload affects employee performance at PT. Merpati Angkasa Abadi Sultan Muhammad Kaharuddin Airport, Sumbawa. To find out whether the work environment affects employee performance at PT. Merpati Angkasa Abadi Sultan Muhammad Kaharuddin Airport, Sumbawa. To find out whether workload and work environment affect employee performance at PT. Merpati Angkasa Abadi Sultan Muhammad Kaharuddin Airport, Sumbawa. To find out how much influence workload and work environment have on employee performance at PT. Merpati Angkasa Abadi Sultan Muhammad Kaharuddin Airport, Sumbawa.

Theoretical Basis

Human Resources

Human Resource Management (MSDM) Mondy (2014), states that Human Resource Management or it can be said that human resource management is the utilization of individuals in achieving organizational goals because human resources are very important for the organization, the consequence is that managers at every level must be able to pay attention to new challenges such as environmental challenges, organizational challenges and individual challenges. Dessler (2013), put forward the notion of human resource management as a series of activities carried out in dealing with human or personal aspects of management work. Human Resource Management is the process of obtaining training, appraising and compensating employees as well as presenting themselves in terms of employment, health, opportunity, and technical concepts needed to drive the oarings or personnel aspects of management work. Food and Hook (2011) argue that human resource management is divided into several main characteristics of the human resource management approach when managing humans, human resource management is a basic effort to manage humans in achieving organizational goals through a series of managerial actions (planning, organizing , implementation and control) within a strategic framework with sequential activities.

Workload

According to Vanchapo (2020) workload is a process or activity that must be completed by a worker within a certain period of time. If a worker is able to complete and adapt to a given number of tasks, then this does not become a workload. However, if the worker is not successful then the tasks and activities become a workload. Workload according to Meshkati in Hariyati (2011) can be defined as a difference between the capacity or ability of workers and the demands of work that must be faced. Given that human work is both mental and physical, each has a different level of loading. A loading level that is too high allows excessive energy use and overstress occurs, whereas a loading intensity that is too low allows boredom and boredom. Therefore, it is necessary to strive for the optimum level of intensity of loading that exists between the two extreme limits and of course differs from one individual to another.

Work Environment

According to Mangkunegara in Nabawi (2019) the work environment is the whole of the tools and materials encountered, the surrounding environment where a person works, his work methods and work arrangements both as individuals and groups. Meanwhile, according to Afandi (2016) the work environment is something that exists in the environment of workers who can influence themselves in carrying out tasks such as temperature, humidity, ventilation, lighting, noise, cleanliness of the workplace and the adequacy of work equipment. The work environment can be interpreted as the whole of the tools faced, the surrounding environment where a person works, the method of work, as the influence of work both as individuals and as a group.

According to Moekijat in Agustini (2018) says that a good work environment is a work environment that can affect or increase work efficiency, including: work space layout, light in the room, temperature and humidity, and sound that does not interfere with work concentration. Based on the opinions of experts, it can be concluded that the work environment is a condition within the company that influences employee activities and has an impact on employee performance in achieving company goals.

Employee Performance

Performance comes from the notion of performance. There are also those who give the notion of performance as a result of work or work performance. However, actually performance has a broader meaning, not only the result of work, but including how the work process takes place. Thus, performance is about doing the job and the results achieved from the job. Performance is about what is done and how to do it (Wibowo, 2013). According to Fajar Nur'aini Df (2017) performance is the result of a person as a whole during a certain period in carrying out their duties. In the process of carrying out these tasks, of course there are work standards, targets, or targets or criteria that have been determined in advance and mutually agreed upon. The performance produced by a person is certainly in accordance with the authority and responsibility of each employee, this performance also refers to efforts to achieve company goals.

Sultan Muhammad Kaharuddin Airport

Sultan Muhammad Kaharuddin III Airport (IATA: SWQ, ICAO: WADS), [1] formerly Brang Bidji Airport, is an airport located in Sumbawa Regency, West Nusa Tenggara, Indonesia. This airport is a class III airport, this airport is located in the City of Sumbawa Besar.

PT. Merpati Angkasa Abadi

PT. Merpati Angkasa Abadi is a company that serves and is responsible for all Ground Handling activities at Sultan M Kaharuddin Airport, Sumbawa. PT. Merpati Angkasa Abadi was founded in 2015 where this company serves two regions, namely Sumbawa and Bima City as a pioneer airport with the Lombok route (LOP). PT. Merpati Angkasa Abadi at Sultan M Kaharuddin Airport, Sumbawa, namely the Check-in Counter staff unit, Ramp Handling, Porter, Aircraft Marshaller, GSE (Ground Service Equipment), Avsec Airline Wings Air, and Load Control Unit.

Relevant Research

Table 1. Relevant Research

No	Name	Year	Title	Research Result
1	Nur Arlina Rukiah Tahar	2021	Effect of work conflict, workload, work environment on the work stress of cabin crew at PT. Citilink Indonesia Base Surabaya	Work conflict, workload and work environment have a positive impact on the work pressure of flight attendants at PT. CitiInk Surabaya, Indonesia.
2	Syah Putra Haq Akbar	2019	The influence of the work environment, workload, and work stress on the performance of employees of the Ticketing Unit of PT. Garuda Indonesia Branch Office Surabaya.	The work environment, workload and work stress simultaneously have a significant effect on the performance of PT. Ticketing Unit employees. Garuda Indonesia Branch Office Surabaya.
3	Novi Choliso, Sendy Zul Friandi, Grees Wiliam	2019	Factors influencing the work environment and work discipline on the contribution of employee performance at PT. Garuda Angkasa Soekarno Hatta Airport	Simultaneous test results show a significance value of 0.000, which is less than 0.05. this implies that there is a contribution. So it can be concluded that there is a contribution of the work environment and work discipline that jointly affect the performance of employees at PT. Garuda Angkasa div Load Control. And the test results (Test f) there is a positive and

				significant influence between the work environment and work discipline on the performance of employees of PT. Gapura Angkasa Div Load Control of 63.4% and the rest
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Hypothesis

The hypothesis is a temporary answer to the research problem formulation. The truth of the hypothesis must be proven through the data collected by Sugiyono (2019). Based on the theoretical basis above, the research hypothesis is formulated as follows:

1. H1: Workload has a significant effect on employee performance at PT Merpati Angkasa Abadi Sultan Muhammad Kaharuddin Airport, Sumbawa.
2. H2: The work environment has a significant effect on employee performance at PT Merpati Angkasa Abadi Sultan Muhammad Kaharuddin Airport, Sumbawa.
3. H3: Workload and work environment together have a significant effect on employee performance at PT Merpati Angkasa Abadi Sultan Muhammad Kaharuddin Airport, Sumbawa.

RESEARCH METHODS

Research Design

This research is a research that uses quantitative research methods. Where this research will distribute questionnaires directly to the respondents. The questionnaire (questionnaire) is a list of written questions that have been formulated after previously where the respondents recorded their answers in accordance with the questionnaire that the researcher had made. According to (Sugiyono, 2015) this quantitative method can be interpreted as a research method based on the philosophy of positivism, used to examine certain populations and samples, data collection using research instruments, data analysis is quantitative or statistical with the aim of testing established hypotheses.

Time and Place of Research

This research was conducted at PT Merpati Angkasa Abadi, Sultan Muhammad Kaharuddin Airport, Sumbawa. During the period starting from January 20 to February 4, 2023.

Population and Sample

Sugiyono (2017), population is a generalization area consisting of objects that have certain qualities and characteristics set by researchers to study and then conclusions are drawn. The population in this study are employees at PT. Merpati Angkasa Abadi Sultan Muhammad Kaharuddin Airport, Sumbawa. According to the data obtained at PT Merpati Angkasa Abadi, it can be concluded that the number of employees at PT. Merpati Angkasa Abadi as many as 20 employees. So that the population in this study as many as 20 employees. According to Sugiyono (2018) the sample is part of the number and characteristics possessed by the population. This research uses several members of the population. The sampling technique in this study was non-probability sampling with saturated sampling. According to (Sugiyono, 2015) A saturated sample is a census where members of the population are sampled. Saturated sampling is a sampling technique when all members of the population are used as samples. The sample in this study is the entire population, amounting to 20 employees.

Data Collection Technique

1. Primary Data. From the research conducted, the data obtained were obtained from various sources, either directly from the respondents or indirectly. Primary data, namely data collected by the researchers themselves and obtained directly from their research subjects. Primary data obtained from direct survey results and filling out questionnaires directly by employees at PT Merpati Angkasa Abadi, Sultan Muhammad Kaharuddin Airport, Sumbawa, as many as 20 employees.
2. Data collection method by distributing questionnaires directly to employees at PT Merpati Angkasa Abadi at Sultan Muhammad Kaharuddin Airport, Sumbawa, as many as 20 employees in order to obtain accurate information.
 - a. Questionnaires, namely data collection techniques that are carried out by giving a set of questions and written questions to respondents to answer, Sugiyono (2005). This method is also suitable if the number of respondents is quite large or their locations are spread over several areas. Murti Sumarni, Salamah Wahyuni, (2013). In this study, the questionnaire will be distributed to employees at PT Merpati Angkasa Abadi, Sultan Muhammad Kaharuddin Airport, Sumbawa.
 - b. Literature review. Library Studies The author collects data to support theories related to research by taking references from books (library) relating to the problems studied. In addition, the authors also take references from previous studies that are relevant to the research conducted.

RESEARCH RESULTS AND DISCUSSION

Effect of Workload on Employee Performance

The results of this study state that workload has a positive and significant effect on employee performance at PT Merpati Angkasa Abadi Sultan Muhammad Kaharuddin Airport, Sumbawa. This means that the higher the workload, the better the employee's performance. Even though the workload in the office that is done every day is relatively large, the employee's performance is still excellent. This is evidenced by the commitment to continue to complete the workload that must be completed. The results of this study are supported by the results of a previous study by Akbar (2019); Musa & Surijadi (2020); and Maghfira, et al (2023) who also admit that partially there is a significant effect between workload variables on employee performance. Based on the results of the analysis, especially when viewed from the frequency distribution of respondents' answers, it can be seen that workload items contributing the most dominant influence on the performance of employees of PT Merpati Angkasa Abadi, Sultan Muhammad Kaharuddin Airport, Sumbawa, are items; P1 which states that "The target that I have to achieve in work must be maximum". This finding proves that the perception of target employees or workload is based on how maximal the workload must be completed. This finding also indirectly shows that the more workload or targets that can be completed optimally, the better employee performance will be, so there is a need for an effective division of workload.

The Influence of the Work Environment on Employee Performance

Based on the results of statistical analysis obtained, it is known that there is a positive and significant relationship between work environment and employee performance. The results of this study prove that the work environment can affect employee performance because of a good sense of comfort and security in the agency so that it can increase employee motivation in carrying out their work. The results of this study are in line with previous research by Cholisoh, Friandi & William (2019); Akbar S. P. H (2019); Musa & Surijadi (2020), Yuliantari & Prasasti (2020); and Irwan, et al (2022) that the work environment has a positive and significant

influence on employee performance. A comfortable and pleasant work environment will form a productive work culture so that each member is always motivated to give their best performance to complete all tasks according to their role. It means that the more supportive the work environment is, the better the performance of employees at PT Merpati Angkasa Abadi, Sultan Muhammad Kaharuddin Airport, Sumbawa. However, with the increasing improvement in the work environment, it is also necessary to balance it with an increase in the ability of its human resources.

This is based on Afandi's statement (2018) which states that a conducive work environment provides a sense of security and allows employees to work optimally. If an employee likes the work environment where he works, then the employee will feel at home at work, carry out his activities so that work time is used effectively. Conversely, an inadequate work environment will reduce employee performance. Lorsch & Lawrence, quoted by Hasketh & Kotter, (2016: 31), states that the environment is a means of where needs must be met to support performance. The influence of the work environment which is represented through the 6 statement items, can be explained through the results of the descriptive analysis, namely the distribution of respondents' answers. The results of the analysis show that the contribution of the greatest influence to work environment variables comes from items P3 and P6 which state that "opportunities for achievement at work are open to co-workers and good relationships are established with other employees". This result means that the perception of the work environment will be better if there is a good working relationship between employees which will create conducive and comfortable conditions.

The influence of the work environment on employee performance can be seen from the existence of a good work environment that will have a good effect on employees in carrying out their daily duties so that they can encourage employees to provide satisfactory work results. The relationship between the work environment and employee performance is something that is certain and must be given more attention, both from spatial planning, lighting and security as well as relations between employees. This is the main task of every organization in order to improve employee performance. This means that the better the work environment set by the company, the higher the employee performance.

The Influence of Workload and Work Environment on Employee Performance

Based on the results of statistical analysis obtained, it shows that there is a positive and significant influence between workload and work environment on employee performance. This can be seen from the significance level of workload and work environment which is below 0.005 with the most dominant influence coming from the workload variable. Employee performance can be explained by the workload and work environment of 79.4%, which is indicated by the value of the coefficient of determination. This also means that the performance of PT. Merpati Angkasa Abadi, Sultan Muhammad Kaharuddin, Sumbawa Airport, can be explained by 20.3% by other variables outside this model. The results of this study are in line with previous research by Valentino Dendeng R.C, Adolfina & Uhing Y (2020); Musa & Surijadi (2020); and Alfida & Widodo (2022) that workload and work environment have a positive and significant effect on employee performance. This means that the more workload and the better the work environment, the better the employee's performance. Therefore, agencies or companies need to pay attention to workload and work environment for optimal employee performance.

CONCLUSION

Workload has a positive and significant impact on employee performance at PT. Merpati Angkasa Abadi Sultan Muhammad Kaharuddin Airport, Sumbawa. The work environment has

a positive and significant impact on employee performance at PT. Merpati Angkasa Abadi Sultan Muhammad Kaharuddin Airport, Sumbawa. Workload and work environment together have a positive and significant effect on employee performance at PT. Merpati Angkasa Abadi Sultan Muhammad Kaharuddin Airport, Sumbawa. Workload and work environment together have an influence on employee performance by 79.4%, while the other 20.6% is influenced by other variables not examined.

The suggestions in this study are based on the following research conclusions: Workload that is not excessive can improve employee performance, thus workload can be used as material for consideration so that employees can carry out their work to the fullest. The work environment is very influential on employee performance, taking into account comfort, facilities and security can make employees motivated to show their best performance in carrying out the tasks assigned. The importance of improving the quality of the employee's work environment, for example by paying attention to the needs of work tools, working room conditions are made in such a way as to improve performance, communication relations between fellow employees and between employees are improved to be more harmonious, pay attention to the ability of employees to give tasks so as not to overdo it, improve the quality of supervision of employees, so that employees do not feel a heavy workload and work stress. If all of this is done well, it is hoped that it will be able to improve employee performance.

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